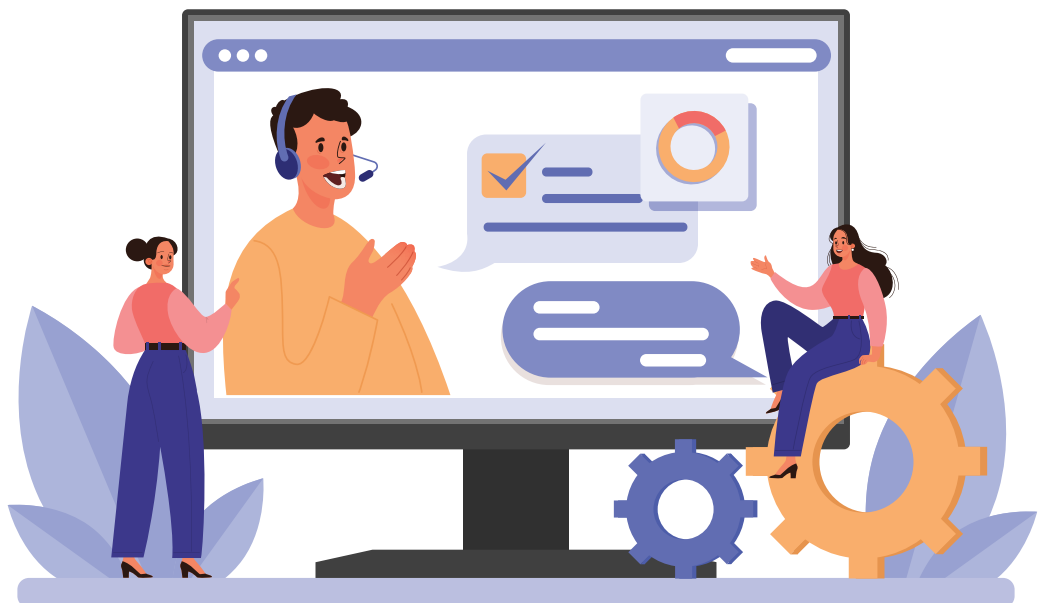


Case study

Samsung SDS boosts operational efficiency with Applications Manager, reducing MTTR by 60%



Key benefits:



Instant insights



Real-time and precise answers



Improved efficiency

Customer favorites

- Application performance monitoring (APM Insight)
- Infrastructure monitoring
- AI-powered alerts



"We have been using ManageEngine Applications Manager for over three years now, and the product has been efficient and effective enough to handle our evolving and dynamic demands."

- **Jesus Venegas, Server Administrator, Samsung SDS**

About Samsung SDS

- Established in 1985 as a subsidiary of the Samsung group, Samsung SDS provides IT and outsourcing services to companies worldwide. It has been one of the pioneers in adopting technologies like AI, blockchain, and IoT.

- Headquartered in Seoul, the organization has been consistently recognized as a global top-tier IT solutions and services provider by industry pioneers. The organization has its operations in over 62 locations across 40 countries.

Business challenge

With a strong track record of adapting new technologies and leveraging them to develop innovative solutions for its clients, Samsung SDS always ensures that it is at the forefront of the technology race. However, staying ahead of the technological curve also comes with the need to constantly ensure the availability, performance, and reliability of its IT infrastructure. Samsung SDS's teams use multiple applications and are highly dependent on them for their day-to-day operations.

With an overwhelming amount of information from these applications to sift through, they often faced bottlenecks and delays. Determining the root cause of issues when these incidents arose became an arduous task. "At Samsung SDS, these delays come at a cost. When applications malfunction and clients experience downtime, it causes extreme inconvenience to them. Given that we operate across industries like logistics, healthcare, government, etc. where time is crucial, delays and incidents could be perilous, directly impacting the people involved," said Jesus Venegas, server administrator at Samsung SDS.

Achieving a faster MTTR and eliminating detective work

Samsung SDS's team came across ManageEngine Applications Manager through a web search. Once the team started to familiarize themselves with the wide range of capabilities the product possessed, Applications Manager's team was able to customize the product to meet their requirements.

"When it came to selecting a monitoring tool, we were looking for a solution that could provide easy-to-ingest, clear, actionable data from a single console. We evaluated a good number of solutions on the market, such as Solarwinds and Pandora FMS to name a couple, but not all of them were able to meet the requirements of our diverse technology stack, with the exception of Applications Manager. The tool is a breeze to implement and the insights it has provided have been so invaluable to us," said Venegas.

Before Applications Manager came into picture, the IT team had to monitor their applications mostly manually or piece together data from disparate tools, both of which were incredibly time-consuming. Thanks to Applications Manager, the organization's IT team has been able to get 360-degree visibility into the performance of their applications. If any services experience unexpected downtime, alerts are automatically shared with team members in the channel of their choice, who then address them immediately.

"The product has helped us obtain precise answers to issues that weren't in our focus before but were silently causing trouble. We were experiencing an irregular slowness with our SQL database. Applications Manager was quickly able to identify an uncontrolled growth of a data file, generate an alert warning, and aid us in getting visibility into the root cause of the issue," said Venegas. By eliminating the need for manual processes and guesswork, the product has helped Samsung SDS transition from a reactive to a proactive approach.



"The speed and agility with which Applications Manager helps us identify issues is amazing. Thanks to the AI-powered alerts and extensive root cause analysis capabilities, we no longer waste hours in war rooms chasing down issues, and we are able to focus on innovation. We have been able to reduce the MTTI and MTTR by 60%, which is a big win for us!"

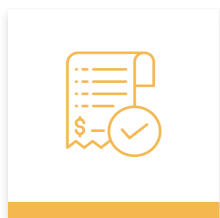
- Jesus Venegas, Server Administrator, Samsung SDS

Key benefits

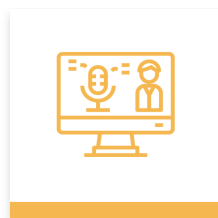
Instant insights: With the APM Insight feature, the team is now able to gain code-level visibility into back-end transactions, and detect and resolve slow-performing queries, if any. They are also able to measure and improve client satisfaction with ease. With a unified console, the testing team, infrastructure team, and other teams are able to collaborate efficiently and deliver greater business value.

Real-time and precise answers: "The product has helped us identify the root cause of issues in seconds. We are now able to precisely pinpoint if our server is performing poorly due to uncontrolled generation of logs or due to lack of disk space. The ability to drill down to the root cause has left very little room behind for speculation," said Venegas.

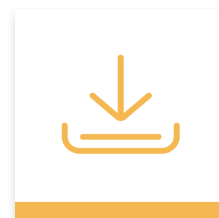
Improved efficiency: Beyond detecting issues and sending notifications, Applications Manager also helps the stakeholders visualize key metrics via comprehensive reports. "We are able to create reports in real time, and schedule them to run at any intervals of our choice. This helps us stay on top of the performance of our applications," said Venegas. With the product's forecast reports, the team is able to effectively predict growth and utilization trends, enabling them to plan resource allocation optimally.



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